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STATE OF CONNECTICUT

*Commission on the Deaf and Hearing Impaired*

67 Prospect Avenue, 3rd Floor Hartford, CT 06106-2980

Received & Inspected

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FCC Mail Room

June 20, 2008

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03- 123

Dear Ms. Dortch:

Enclosed is the State of Connecticut's Annual Telecommunications Relay Service Complaint Log summary. This submission fulfills the mandates established by the Federal Communications Commission.

If you have any questions or require additional information, I can be reached at (860) 231-8756.

Sincerely,

Stacie J. Mawson  
Executive Director

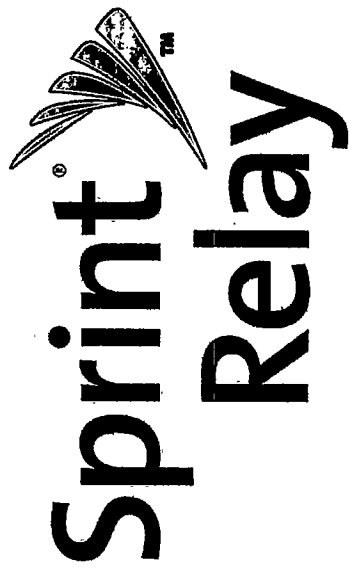
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Enclosures

cc: Patricia Reilly, Supervisor of Technical Analysis - Telecommunications  
Connecticut Department of Public Utility Control

Mike Finneran  
Account Manager - Relay Connecticut

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# CONNECTICUT

## FCC COMPLAINT LOG

### 2008

**Complaint Tracking for CT (06/01/2007-05/31/2008). Total Customer Contacts: 37**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/26/08	Agent tried to handle Voice Carry Over call, repeatedly hung up while trying to connect Voice Carry Over call. Would not give answer and had a bad attitude and bad tone with caller.	05/26/08	Supervisor spoke with this agent about how to process a Voice Carry Over call and tone of voice while talking to voice caller. Agent did not remember call, but apologized for inconvenience to caller.
2	04/29/08	Voice Carry Over customer states that the Customer Service representative said they would enter a ticket for their issue and another Customer Service representative verified that a ticket was entered but this Customer Service representative was not able to find the ticket. Apologized, TT 6332695. Follow-up requested.	04/29/08	Attempted to contact customer at 4:10 PM CT on 4/29...busy signal. Will keep trying. Attempted to contact customer again at 4:50p CT. No answer. Will try again later. We have left several messages for consumer; so far, the consumer has not contacted us yet.
3	04/29/08	Caller said she is not getting her important incoming calls. She gets some calls but not the important ones. Apologized for the problem and opened TT ID 6330266. Caller requests follow-up on this issue.	04/29/08	We have made several test calls and have been able to get though to the customer without any difficulties. Consumer has been advised to contact us if problems appear again.
4	04/22/08	CT voice caller called to complain that he could not reach relay dialing 711 or voice number. Entered TT number 6299499 Customer did request follow up.	04/22/08	We have attempted to contact consumer several times, and have not heard back from him. Messages has been left for him to contact us if he continues to have problems.
5	04/21/08	Technical - General	04/21/08	This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer Service Representative confirmed the customer was able to make their call upon trying again.
6	04/16/08	Dialing Issue - Phone line does not require 1 when dialing 800 number	04/16/08	Customer's phone technician advised CCS that a "1" is not required when dialing a toll-free number. Tech support removed "1" from data-in caption number for customer's unit.
7	04/15/08	TTY customer cannot make long distance calls with Comcast through the CT Relay. Apologized for the problem. Ticket 6260810 was opened. Follow up requested. Internal Update Performed	04/15/08	There was a block on consumers phone and this has been removed. Consumer is able to Dial 711 without problems.

8	04/07/08	Disconnect/Reconnect during calls	04/07/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
9	03/18/08	Billing - General	03/18/08	Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.
10	03/12/08	Customer notes say to leave a message on first call every time. Operator did not allow customer to leave message on first call. The operator kept asking what message would you like to leave or told Voice Carry Over recording playing (beep) Voice Carry Over asked if notes appears on her account? The operator said no (operator notes were hidden on screen) The operator said she did not check. Supervisor stated to the operator the actions are unacceptable and will not be tolerated.	03/12/08	The supervisor went over the correct procedures with the operator and coached the operator on reading and following the consumer's notes and requests.
11	03/12/08	Voice Carry Over called said that operator did not follow notes on the account. Notes appear to leave a message on the first call. The Voice Carry Over user said the operator was very unprofessional and not acceptable. The supervisor went over proper procedures with the agent and coached agent on reading and follow all customer notes.	03/12/08	The consumer was informed that the supervisor has reviewed the procedures with the agent and has coached the agent on reading and following the consumer notes.
12	02/27/08	Voice Carry Over left message on ans machine; when redialing back to do that, agent typed (ANS MACH PLAYING) (BEEP) but did not send GA. When Voice Carry Over asked agent if entire message was relayed, agent responded "yes ma'am" and disconnected.	02/27/08	Agent did not have any CT Voice Carry Over calls this evening. Voice Carry Over user initially was confused as to what agent number she had, but gave a valid number so supervisor followed up with the agent.
13	02/07/08	Service - General	02/07/08	On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.

14	01/17/08	A CT Voice Carry Over customer says she is having trouble receiving incoming calls via relay. When she answers the phone, no one is there. Several people have reported to her that they have trouble reaching 711. Apologized for inconvenience. Explained 711 is routed via local telephone companies and advised her to have inbound callers call their companies to check 711. Suggested calling voice 800 number instead. Opened TT 5721583. Follow-up requested. Internal Update Performed	01/17/08	We updated our software and the problem has been resolved. I have attempted to contact consumer 3 times, but have not been able to reach her. Consumer has been educated to contact us if problems persist.
15	12/27/07	Customer stated that they have customer notes that state that they will leave a message the first time an answering machine is reached. When this operator dialed the number, the agent said that the answering machine hung up. When the customer asked to read the customer notes because they wanted to leave a message, the operator did not respond and then hung up. Thanked the customer for letting us know and informed them that we would forward this to the appropriate supervisor. No follow-up requested.	12/27/07	Agent has since been terminated from company. Ticket will be closed.
16	12/24/07	A CT Voice Carry Over customer complains that the agent misdialed a LD number four times. He asked her to get credit for the calls and she disconnected. Apologized for inconvenience. Follow-up requested.	12/24/07	The agent is not familiar with the call. The supervisor coach agent on disconnecting calls. I also went over the correct credit procedures if a LD number is dialed in error. Followed up on 1/16 @ 1:26pm (left a msg) Followed up again on 1/23 @ 2:02pm (left a msg)
17	12/18/07	Technical - General	12/18/07	Customer reported problem trying to call through captioning service on 12/14/07. A Technical issue with SS7 equipment was identified on that date, resulting in a few isolated calls not succeeding. This was remedied during system maintenance at 2:30am on 12/15/07.
18	12/15/07	Customer is a Voice Carry Over user and states that when people call her and Voice Carry Over is turned on that they can hear her but she does not get a response on her machine from the operators. I did a test call to her and she received everything I typed to her with no problems at all yet her and her son both state that when he calls her and other family members call her they can hear her but when he operators type to her she is not responding and she states she does not receive any text on her machine. The customer would like to be contacted back with an update and solution at the number provided.	12/15/07	I have contacted consumer several times and her phone has been branded, her son's phone has been branded and her friends have been able to call without any problems. She has been able to call out and receive Voice Carry Over calls without problems. Consumer is pleased.

19	12/15/07	Customer is stating that when calling in to 711 they either get dead air or tty tones that do not stop at all. Customer states this happens with him his sister and his cousins on a regular basis when they are trying to call his mother who is a Voice Carry Over user. The customer would like to be contacted back at the number provided and said if he does not answer to just leave a message updating him on this situation.	12/15/07	RPM has been able to contact consumer and consumer has been able to contact his mother without any problems. There was an upgrade in the system and that has taken care of the problem.
20	12/14/07	TTY customer states when voice/hearing people attempt to contact her via 711 they are hearing buzzing, tty tones and then get disconnected without reaching a relay operator. RCS apologized for problem and gave customer CT's toll free voice operator number for her hearing acquaintances and entered in TT 5538282. Follow up has been requested from Program Manager and Technician with resolution to customer.	12/14/07	Correction: The customer is a Voice Carry Over customer not TTY please contact using Voice Carry Over. I have contacted customer and worked with the customer to resolve her issues. There was a branding issue involved. She is now able to receive calls from her son and friends.
21	11/30/07	An AT&T tech called to report that a CT TTY customer cannot get through using 711. The customer gets a fast busy signal. Apologized. Explained that 711 is a local routing problem. He did not accept this, so I opened a TT 5439871 and asked our technician to call him. Follow-up requested.	11/30/07	This has been re-routed to the CT RPM. I have followed up with the technician and explained how the LEC works. He understood and has fixed the problem. The consumer is now able to receive Relay calls without problems.
22	11/30/07	Customer reports his relatives are having trouble reaching Relay CT when dialing 711. Customer also reports he got a recording saying invalid number through Relay on 11/29/07, but he knows it's a correct telephone number. Apologized for problems. Ticket 5443988 was opened. Follow up requested	11/30/07	We have followed up with the customer and it was a LEC issue. ATT has corrected the problem and he is now able to use relay.
23	11/29/07	A CT voice caller called to complain that when she was dialing through the relay service she was receiving a recording stating line had been disconnected. When she dials the number directly without using relay the call goes through. Entered TT # 5437687 Customer did not request follow up.	11/29/07	We attempted to duplicate the problem and we were unable to do so. We have attempted 3 times, and every time it went through. No issues identified. The problem appears to have cleared itself.
24	11/29/07	CT Voice caller unable to reach Mom via CTRS. He gets "number disconnected" recording, but is able to reach her without relay. Apologized, explained I will let the technicians know the issue. Entered TT #5437204. Customer wants contact with resolution.	11/29/07	This is a LEC issue. We have contacted the customer and informed them that they need to contact their local phone service to make sure his mother's phone number is working. The Relay part is working fine. There are no service issues on our end.

25	11/29/07	CT voice customer calls 711 and gets TTY tones. Customer states they have used 711 for many years and has never had a problem before now. Customer is very upset and does not want to use the 800 numbers. Customer Service apologized to the customer and opened TT 5433281. Customer request follow up today from the program manager.	11/29/07	The customer has had the phone branded correctly and they are able to use 711 instead of the 800 numbers. Services are normal and consumer is capable of dialing the correct number without problems.
26	11/28/07	CT voice caller is not able to reach Relay when dialing 711. He gets tones rather than a voice answer by Relay Ct. Apologized. Branded the line for Voice. Ticket 5422104 was opened. No follow up.	11/28/07	This consumer's phone has been branded as a voice line. It was a TTY line but we have corrected it and made it a voice line.
27	11/19/07	The customer stated after being disconnected from an agent, Customer wanted to emphasize the importance of lower his typing speed to 50 as instructed in his customer note. He was unable to obtain the agent's Communication Assistant ID at this time. Apologized for the inconvenience and assured the customer that his note did state as instructed. No follow up necessary.	11/19/07	Internal database checked and confirmed that consumer has a 50 wpm limit on his typing speed.
28	11/15/07	Voice Carry Over user was in a lengthy call and operator 6339 took over the call and completely disconnected the call.	11/15/07	No agent or supervisor by this number. No action taken.
29	11/15/07	Agent disconnected an upsetting, very important call about the callers deceased daughter. Been having a lot of problems with Agents with 6000 and 7000 numbers.	11/15/07	Supervisor spoke to the agent. The agent does not remember this particular call. The agent did remember losing a few calls and notifying the supervisor on duty. Proper disconnect procedures were reviewed with this agent and he understands.
30	11/08/07	Inability for CapTel unit to reach data toll free #	11/08/07	Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. This remedied the circumstance.
31	09/20/07	Voice Carry Over customer reports Operator did not process call correctly and needs more training. Voice Carry Over Customer Database Notes indicate the customer does not use GA. When the Operator dialed out and reached the calling to party the Operator would not respond after announcing service because the Voice Carry Over did not say GA at the end of their response. The calling to party asked the Operator what was going on and the Operator said they could not talk with them. Both parties finally hung up because the Operator was not processing the call correctly. (apologized for the problem experienced and advised a complaint would be forwarded to supervisor) Customer did not request contact. Internal Update Performed	09/23/07	The Jacksonville center does not have an agent with the ID #.

32	08/08/07	8/6/2007 1:39am Follow up not needed. TTY user had a call come in to her she was the outbound a partial message was sent to the tty user. She was afraid something was wrong and was not sure if she still had service, she then called back to relay and reached operator 8541F she asked for a supervisor the operator continued to ask for a number calling to. The operator then hung up. Follow up not needed.	08/08/07	Operator followed proper protocol.
33	08/08/07	7/30/07 TTY user stated agent did not respond in a timely manner. Customer did not request call back.	08/08/07	Coached agent on remaining focused on all calls and responding properly and timely.
34	07/19/07	Voice customer billed by incorrect COC month after month after correct COC entered in Relay database (apologized for problem advised T.T. and complaint would be entered) T.T. 4530100 Customer requests contact asp	09/13/07	We have updated the database and made sure that customer had the Correct COC on her data base. We have checked the database and it indicates her COC is correct. Customer will contact us if problems continue.
35	07/13/07	CT Voice Carry Over customer states the Communication Assistant misdialled to a long distance number. Customer states this happened last month and was charged 10 cents. Customer Service apologized to the customer. No follow up needed.	07/13/07	Agent did not recall this particular call. Supervisor educated agent to verify the to number before placing the call. And also the correct procedure to have a credit issued if the to number is dialed incorrect by the agent.
36	07/13/07	CT Voice Carry Over customer states on two different calls both of these Communication Assistant's both had about 30 seconds of "air time" when the customer was not informed about what was going on. Customer Service apologized to the customer. No follow up needed.	07/13/07	Supervisor spoke with both agents and they are not aware of the call. The agents also said it could have been due to technical issues. Educated agents if there are technical issues to immediately contact the supervisor so that a trouble ticket can be filled out. Also informed agents to keep customer informed at all times.
37	07/02/07	Disconnect/Reconnect during calls	07/02/07	Customer reports periodic disconnect/reconnect incidence. Reports this only happens on some calls. Gave customer information explaining to customer what can cause disconnection/reconnection and tips on things to try to reduce incidence.



DOCKET NO. 03-123

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